



ADDENDUM TO RFP 082018

Request for Proposal System Integrator for End to End Implementation and Maintenance of Digital Media Signage

Technical and Functional Requirement of Queue Management System Solution

The DMS solution should have integrated Queue Management solution and the QMS Kiosk should have the following features **[OPTIONAL]**:

1. Integrated minimum 14-inch touch screen in a sealed format supporting 1024x768 resolution (wall mount or desk top), with dual core processor 1.5 GHZ or above, minimum 2 GB DDR3 RAM, minimum 500 GB HDD, 3 track MSR, minimum ports required 4 USB, RJ45 (10/100/1000)
2. The system should have embedded Operating System compatible with Windows 7 and above, with 80 mm thermal printer integrated in token dispenser machine with minimum holding capacity to generate at least 500 tickets without a refill and auto cutter facility.
3. It should have Metallic Cabinet, MS sheet fabricated body, Powder coated OR industry standard Modular Plastic Cabinet with built-in speakers.

The cabling and installing of the kiosk is to be undertaken by the vendor. All necessary items required for the installation e.g. cables, switches etc are to be brought by the vendor without any additional cost to the Bank.

The maintenance of the DMS application is vendor's responsibility at all times. While the servers will be provided by the Bank for both DC and DR locations, vendor will have to manage the software at both the locations as and when required. The vendor representative may be required to visit our DC/ DR centres for any upgradations/ customizations as per Bank's requirement, without any additional cost to the Bank.